The Modoc Business and Career Network staff in Alturas had the opportunity in April to attend a training presented by the California Department of Corrections and Rehabilitation, Devil’s Garden Camp. The focus of the training was to prepare individuals from local agencies who provide rehabilitation services to the Modoc jail population with guidelines for safe and professional interactions with inmates.

A total of eighteen participants and two instructors were present at the workshop, including a newly hired Correctional Officer. These attendees represented five agencies which included Modoc County Public Health, Modoc County Behavioral Health, the Modoc County Sheriff’s Office, T.E.A.C.H. and the Modoc Business and Career Network.

The instructors cautioned those providing rehabilitation services to keep interactions with inmates strictly professional at all times for both their own personal safety and the safety of corrections staff. Sobering segments from a prevention video of real life scenarios were played demonstrating how small, but subtle mistakes and judgment errors can add up over time and compromise the relationship between rehabilitation staff and inmates. In order for rehabilitation services to be successful, all staff providing services or having direct contact with inmates must commit to professional interactions at all times and maintaining safe boundaries.
Partnering - Continued

The Devil’s Garden instructors also reviewed a list of items that are allowed to be brought into the jail and those that are banned. They provided examples of why certain seemingly harmless items could be a safety issue and were not allowed. In addition, participants were strongly encouraged to report any issue or judgment error, however small to the corrections staff. If in doubt, ask/tell!

Four main points were emphasized throughout the training session.

- Always display professionalism
- Be fair at all times
- Treat everyone the same
- Be consistent in all interactions

This training was eye opening and a sober reminder of the responsibility involved in assisting with rehabilitative services in the jail setting. Participants walked away with a strong sense of the importance of committing to the principles taught in the training to ensure both their own personal safety and the safety of jail staff.

Thank you to the Modoc County Sheriff’s Office for hosting this training and the California Department of Corrections and Rehabilitation, Devils Garden Camp staff for presenting this vital information!
Charlie Brown Workforce Professional of the Year:
Heather Alexander!

Charlie Brown was Executive Director of NoRTEC for almost a quarter century and was ahead of his time in developing regional strategies focused on business needs, aligning workforce with economic development, and creating opportunities for job seekers that would otherwise not exist. The Charlie Brown Workforce Professional of the Year Award was established for recognition of individuals who embody the same spirit, innovation, dedication and service in their communities just as Charlie Brown was known for.

At the California Workforce Association (CWA), WORKCON 2018 convention in May 2018, AFWD’s own Heather Alexander, Youth Program Manager, was honored with one of the four awards presented.

Heather has worked diligently to improve employment opportunities for youth facing many life barriers and also involved in the justice system. Partnerships have been established with County Probation Departments, Secondary Education, Private Sector Businesses and other community based organizations in order to maximize services to these youth. Under Heather’s leadership, youth participating in work based learning opportunities increased by 63% and the recidivism for youth age offenders dropped by over 40%.

Heather has shared the many rewards and differences that have been witnessed in the lives of these youth, employers and community members, thanks to these established partnerships.

Congratulations and more importantly, Thank You Heather for sharing your passion and visions with all of us!
April 2018 brought with it the exciting arrival of the new IBM Assess - Kenexa testing program. In an effort to provide businesses with an even more valuable recruiting tool, the program which hosts a comprehensive list of tests available for employers to utilize during the recruitment process was updated and improved. The new IBM Assess program includes CORE personality (KPA) content in the Assessments/Tests which also include Trait results for certain tests. Candidate testing is scheduled and proctored at an Alliance For Workforce Development, Inc. (AFWD) office and the results are emailed to the employer. Best of all, did you know that this service is offered at no charge to the employer?

The Business Service Representative from the Modoc Business and Career Network (BCN) found immediate success with the new site, putting together a custom list of tests to assist the Modoc County Sheriff’s Office’s with their 911 Dispatcher recruitment. This small yet very busy department was seeking additional tools to assess if a career as a Dispatcher would be a good fit for an applicant and to help determine the best candidate for the position. IBM Assess tests were evaluated by the Dispatching staff and determined to be a useful tool for their recruitment process.

Dispatcher Recruitment Tests Include:

- General Typing Skills
- Call Center 911 Operators
- Call Center Listening Skills
- Call Center Retention
- Call Center Environment
- Map Reading Skills

Wouldn’t you agree that this valuable, no cost program would be a great benefit to your recruitment toolbox?
In addition to recruitment assistance, Alliance for Workforce Development, Inc. (AFWD) also partners with the Modoc County Sheriff’s Office to assist with funding and staff support for both OJT’s and Post Academy classroom training.

Ronnie Whisler was looking for a career opportunity in Modoc County in law enforcement and applied for a Correctional Officer position with the Modoc County Sheriff’s Office. However, his previous work experience was primarily working as a Ranch Hand. AFWD staff met with Ronnie to assess him for the OJT program at the Sheriff’s request and concluded that Ronnie would be a perfect fit for an OJT given the strong compatibility match with his interest in the profession and his lack of skills and experience. Ronnie started his OJT in late January and excelled during the training program, even saving an inmate’s life during the training period. He successfully completing his training in May. His trainer stated, “Whisler has been exposed to many high stress situations that are not overly common to encounter during a 16 week training period.”

Frankie Cravens has been employed by the Modoc County Sheriff’s Office since January of 2016 as a full time Correctional Officer. Without further training, Frankie could not progress in her career path goal of advancement to a Deputy position with the Sheriff’s Office. She applied for a Basic Post Academy training opportunity sponsored by the Sheriff’s Office and was chosen to attend the academy training. Frankie received assistance for out of the area housing costs, food expenses and training tuition through financial aid and assistance from the Sheriff’s Office, but still needed help with the required uniform and boots for the training.

Frankie was assessed by AFWD and found to have the need for assistance and a strong compatibility for a career as a Sheriff’s Deputy. Frankie began the academy in January and successfully completed her training in June, graduating at the top of her class in scenario training.

Congratulations, Correctional Officer Whisler and Deputy Cravens!
Canby Family Practice Clinic-Recruitment and Training

The second quarter of 2018 yielded positive recruitment results for the Canby Family Practice Clinic working in partnership with Alliance for Workforce Development, Inc. (AFWD). Following up on the needs expressed by Administrator Greta Elliott during a Healthcare Employer’s Roundtable meeting hosted by AFWD earlier this year, staff from the Modoc County AFWD office in Alturas were able to meet with Greta to assess the clinic’s needs and determine the appropriate services to meet those needs. Greta shared the struggles that she faced in staffing the small, non-profit rural healthcare clinic. The Canby Clinic simply could not afford to offer the higher wages necessary to attract experienced staff. On-the-job training was required for the new, unskilled workers willing to work at a lower wage in order to be trained for a skilled position. But, the extra time and wages necessary for the extensive training were a financial burden to the clinic.

Greta expressed interest in filling two full time positions utilizing the On-The-Job Training (OJT) program offered by AFWD. This OJT program allows a 50% reimbursement of wages to the employer during a pre-determined training period. A job specific skills list is created by AFWD staff for each position and is used to rate the progress of the employee on a monthly basis and to ensure training success. The new employee and the business have the support of AFWD staff both during the OJT training program and afterwards. OJTs were created for a Licensed Vocational Nurse (LVN) and a Medical Secretary. These employees are progressing well and completed their training in June.

When asked about the value of the OJT program Greta remarked, “An On-The-Job Training (OJT) is invaluable to us because our workforce really has no training or skills and they are not prepared to perform the job duties required at our clinic. The reimbursement is especially helpful during the initial training period when workers are less productive and learning their job.”
Abigail Bostick relocated from Georgia back to Canby, CA where she was raised in order to live near close friends for added support in raising her three young children as a single parent. She did not own a vehicle and was looking for work in Canby, eliminating the need to commute to a larger city for employment and the added transportation expenses. Her career path goal was to work in the Healthcare sector as a Licensed Vocational Nurse (LVN). She had limited experience working as a Licensed Practical Nurse (LPN) in a correctional facility for male inmates in Georgia, but had been out of the field for over a year and needed training to learn California LVN practices and procedures. Abigail applied for a full time LVN position at the Canby Family Practice Clinic. The Canby Clinic was interested in hiring Abigail through an On-The-Job Training (OJT) and requested that she be assessed for the program given her training needs. AFWD staff interviewed and assessed Abigail and determined that she was in need of training and that an LVN career would be a good fit for both her interests and abilities. Abigail began a 16 week OJT in March and successfully completed her training in June.

Marie Linden was laid off from the Warner Mountains Group Home due to a business closure after almost 25 years of employment as a Food Service Manager. Marie was seeking a new, full time career position in the Canby area where she lived, but employment prospects were very limited in this area. Marie applied for a position at the Canby Family Practice Clinic for a full time Medical Secretary. The Canby Clinic was interested in hiring Marie through an On-The-Job Training (OJT), recognizing that she would need extensive training in order to perform the duties of a Medical Secretary in their medical/dental clinic given her lack of skills and work experience in this field. Marie was interviewed and assessed by AFWD staff which revealed compatibility for a career as a Medical Secretary. In addition, this occupation was rated by the US Bureau of Statistics as a “Bright Outlook” job with high projected growth over the next decade. Marie expressed eagerness to learn a new career and though a little nervous, felt confident that she would be successful with the aid of an OJT opportunity. Marie also began her OJT in March and was successful, completing her training in June.

Congratulations, Abigail and Marie!
Alliance for Workforce Development, Inc. (AFWD) staff completed their second year of Employment Skills workshop presentations to Modoc County participants in June 2018. AFWD partnered with CalWORKS during the 2017-18 school year to bring the workshops to both CalWORKS clients and the general public. Workshop enrollments again exceeded goals with 2 enrollments and 92% of participants successfully completing the month long workshop series. The workshops were funded by the Adult Education Block Grant (AEBG).
OUTREACHING TO ALL LOCAL POPULATIONS

Business and Career Network’s Youth Program Career Center Advisor (CCA) had the privilege to do a presentation for the Strong Family Health Center Youth population. Strong Family Health Center provides Educational Services to our local youth. They provide tutoring assistance to guide and inspire native youth.

Discussed were AFWD program services, but with focus on the Youth Program. Explained were the fantastic results the program has had in our local youth population and how they have succeeded in finding and securing permanent jobs.

The CCA reviewed the Youth Program benefits and requirements for participation. She followed with explaining how the program helps youth learn the skills necessary to overcome barriers that are preventing them from reaching their employment or educational goals. The program offers fantastic training opportunities, skills workshops, mock interviews, resume and application assistance, and several other hands-on resources to ensure youth can succeed.

The Youth Program focuses on Out-of-School youth between the ages of 17 to 24 year of age that have at least one of the following barriers:

- School Dropout
- Homeless
- Basic Skills Deficient
- Foster Child
- Runaway
- Justice System Involved
- Never Held a Full Time Job
- Pregnant or Parenting

Strong Family provided transportation to and from the presentation. The youth were required to complete an Intake Questionnaire to determine each one's individual needs to better assist them. This was a great opportunity to reach out to youth who live in rural Indian Reservation communities not accessible to the general public.

Thank you Strong Family Health Center for the wonderful opportunity!
AFWD in Modoc County had the opportunity to conduct a Summer Employment Boot Camp for the local youth population ages 17-24. The boot camp covered several subjects to help the youth sharpen their employment skills and help them obtain and keep permanent employment.

Modoc had five participants, and they all participated in the boot camp. They completed several assessments to determine how to assist each youth individually. They also discussed the importance of having good communication skills as well as assisted them in creating a master application and a resume. They also reviewed work readiness, job search skills, basic life skills, interviewing, work retention, and completed mock interviews.

Several local business had a representative from their company come in and explained what they look for in employees, current job opportunities, educational requirements, and resume do’s and don’ts.

Youth participants created personal budgets, practiced telephone etiquette, and completed a check register sample sheet. They received a completion certificate at the end of the Boot Camp which they could attach copies to future applications and resumes. Each participant will have the opportunity to experience a paid internship with a local business to obtain more employment experience.

Thank you to DOR for this great opportunity, to Chris Bielecki from the US Forest Service, Kathy Delgado from Pacific Crest Federal Credit Union, Jackie Froeming from Modoc County Planning Department and Jenifer McCulley from Sierra Cascades Family Opportunities-Head Start for your time and availability. And thank you to all the participants who did a fantastic job!!!
“This was a wonderful opportunity for us to feel more confident in our future interviews and jobs.”
Cameron Crawford

“Didn’t realize how many mistakes I was making during interviews, and have made it hard for me to find employment. Now I know and will make sure to practice what I learned”, Daimler Ennis

“The boot camp helped me discover skills I didn’t know I had”.
Kristopher Dillman

“I would recommend the Boot Camp to anyone job searching”.
Eric Stafford

“I will make sure to sell my skill in an interview, and show them I can get the job done”.
Domanic Baslee
**AFWD America’s Job Center of California**

### Statistics
PY 2017 - 2018

**Modoc County**

**Total Visitors**
2,133

**Modoc County Business Services**

- Businesses Served: 66
- Services Provided: 269

**AFWD Total Clients Enrolled**
941

**Unemployment Rate**
(As of: May 2018)

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